

## Terms and Conditions

### 1. Company Information

#### COFFEEAST FESTIVAL SRL

Registered office: Bucharest, Sector 3, Str. Bandușilor nr. 7

CUI: 48492501

Trade Registry No.: J40/13138/2023

Email: exhibitors@coffeeast.com

Phone: +40 747 248 987

Website: <https://coffeeast.com>

### 2. Acceptance of Terms

By accessing <https://coffeeast.com>, you confirm that you have read and agree to these Terms and Conditions.

### 3. Scope of the Document

This document outlines the terms governing the online sale of tickets for COFFEEAST events.

### 4. Products Sold

The website coffeeast.com sells:

- access tickets for the COFFEEAST Festival and related activities.  
Tickets are digital and delivered electronically.

### 5. Prices and Payment Methods

Ticket prices are displayed in RON and include VAT.

Available payment method:

- Online card payment via NETOPIA Payments.

### 6. Ticket Delivery

Tickets are delivered electronically (PDF/QR code) via email after payment confirmation.

Delivery usually occurs within minutes, up to 24 hours in exceptional cases.

For delivery issues: exhibitors@coffeeast.com

### 7. Refund / Cancellation Policy

Tickets **cannot** be returned or cancelled (OUG 34/2014, art. 16, letter I).

Exceptions apply in the case of:

- event cancellation

- event postponement, if the customer does not accept the new date  
Refunds are processed within a maximum of 14 days.

#### **8. User Obligations**

Users agree to:

- provide accurate information
- not resell tickets without prior consent
- comply with the Festival Regulations

#### **9. Organizer Rights**

COFFEEAST FESTIVAL SRL may adjust the event schedule for reasons beyond its control.

Schedule changes do not entitle customers to refunds unless the event is fully cancelled.

#### **10. Right to Image**

By purchasing a ticket, participants agree that they may appear in official photos and video recordings taken at the event.

#### **11. Data Protection (GDPR)**

Personal data is processed for:

- processing ticket orders
- issuing fiscal documents
- event-related communication
- improving the online experience

Full details are available in the **Privacy Policy (GDPR)** document.

#### **12. Limitation of Liability**

The organizer is not liable for:

- issues caused by the payment processor
- lost tickets
- failure to attend
- denied access due to legal or regulatory reasons

#### **13. Force Majeure**

In case of force majeure, the organizer may relocate, reschedule, or cancel the event.

**14. Amendments to the Terms**

These Terms may be updated, and the latest version will be published on the website.

**15. Applicable Law**

Disputes shall be settled amicably, and if this is not possible, by the competent courts in Bucharest.